

E-00000C-11-0328



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone

2014 JAN -6 A 8:50 Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 114429

Date: 1/3/2014

Complaint Description: 01H Billing - Smart Meter
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

JAN 06 2014

First:

Last:

Complaint By: Jerry & Karen

Johnson

Account Name: Jerry & Karen Johnson

Street:

Work: (000) 000-0000

City:

State:

AZ

Zip: 85902

is: Home

Utility Company: Navopache Electric Cooperative, Inc.

Division: Electric

Contact Name:

Nature of Complaint:

OPPOSED

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ELECTRIC

Hi Jody:

Sorry to bother you again with all of this mess regarding Navopache BUT we are getting extremely frustrated and angry because Navopache is doing NOTHING to help us.

Please review the documents that are enclosed to explain why we are feeling the way we do. Jerry is not doing well and is on oxygen much of the day and all night. We need our analog meter put back on (it never should have been removed to begin with) so that we do not have to deal with the radio frequencies that cause both Jerry and I much distress. (For me it is sleeplessness at night.)

Can you give us an idea what the Corporation Commission is doing regarding the issue of "smart meters"? It appears that Navopache is not giving any "opt out" alternatives to their members, regardless of personal or health issues.

We are really upset that our analog meter was replaced AGAINST our reasonable pleas to leave it in place, at least until the Corporation Commission has made the decision regarding the practice of offering "an opt out".

Please help us Jody. I am willing to drive to the valley anytime to speak with one or all of the Commissioners about this critical issue.

Thank you for your consideration of this vital matter. Sincerely, Jerry K Johnson, Karen S. Johnson

cc: Navopache Electric Cooperative

January 2, 2014

ARIZONA CORPORATION COMMISSION

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Dear Mr. Chuck Moore: (Chief Executive Officer, Navopache Electric Cooperative)

We are trying to be patient with Navopache Electric Cooperative but it is wearing VERY thin. Please review the enclosed documents that have been sent to Navopache over the past several months explaining WHY we cannot have a "smart meter" installed at our place of residence here in Linden, Arizona. Despite our many requests to NOT DO SO, Navopache has, indeed, installed a "smart meter" at our resident.

We bought an analog meter a few weeks ago and I took it up to Navopache on Monday, December 30th and spoke with a gentleman named Mike as all other management were out of the office on holiday vacation. He checked out the analog meter and informed me that it could not be installed in place of our "smart meter". We are livid and frustrated because we have always paid our bills on time and simply request to "opt out" of the "smart meter" national grid.

We have made contact with the Arizona Corporate Commission on numerous occasions and expect them to honor our request to "opt out" from your policy of installing "smart meters" to every customer. It appears that, regardless of personal or health reasons requesting an "opt out", Navopache puts the corporate concerns ahead of their customers health.

At this time, we are requesting, ONCE AGAIN, to have our "smart meter" replaced with an analog meter that does not emit the radio frequencies. We would also like to be informed of what the "Distribution Service Charge" represents, since our December bill reflects a charge of \$57.16 and the bill this month reflects almost a double rise in this charge at \$101.21. Why?

We are retired, on a very fixed income and these charges are eating us alive. We are very conservative with our electricity and keep our heater set at 60 degrees for the entire house. We wear jackets during the winter and have a hard time understanding WHY our billing is so HIGH.

We would appreciate answers to our questions and expect someone from Navopache to change out our "smart meter" back to our past analog meter. Thank you for your work and answers to our questions.

Jerry K. Johnson

-Karen S. Johnson

Cc: Arizona Corporation Commission

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

1/3/14: Entered for the record and docketed

CLOSED

End of Comments

Date Completed: 1/3/2014

Opinion No. 2014 - 114429
